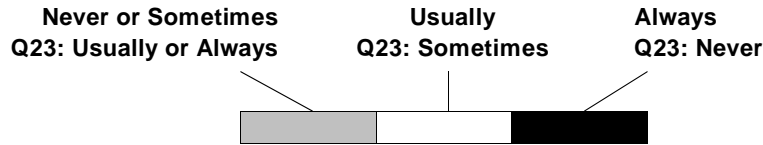
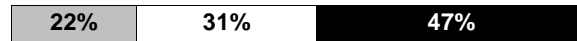


# Getting Care Without Long Waits

This chart summarizes the responses to survey questions 12, 14, 17, and 23 contained in the composite, "Getting Care Without Long Waits." Individual question-level responses immediately follow.



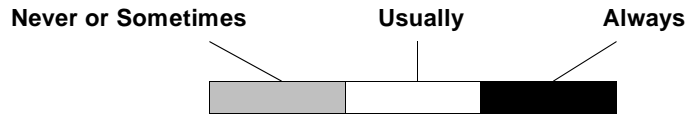
WA State FFS Adult Responses (n=587)



*NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.*

# Getting Care Without Long Waits

Q12. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?"



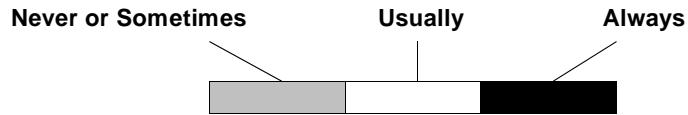
WA State FFS Adult Responses (n=415)



*NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.*

# Getting Care Without Long Waits

Q14. "In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted?"



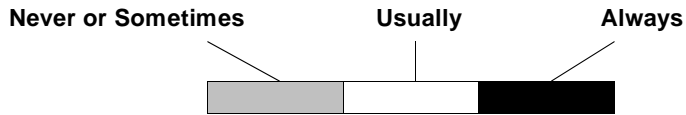
WA State FFS Adult Responses (n=463)



*NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.*

# Getting Care Without Long Waits

**Q17. "In the last 6 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?"**



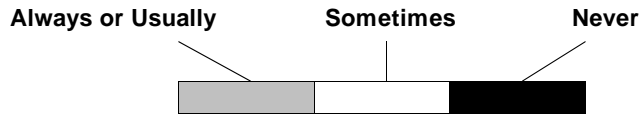
WA State FFS Adult Responses (n=298)



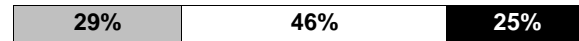
NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

# Getting Care Without Long Waits

**Q23. "In the last 6 months, how often did you wait in the doctor's office or clinic, more than 15 minutes past your appointment time, to see the person you went to see?"**



WA State FFS Adult Responses (n=537)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.